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# State of West Virginia Department of Administration Purchasing Division

### NOTICE

Due to the size of this bid, it was impractical to scan every page for online viewing. We have made an attempt to scan and publish all pertinent bid information. However, it is important to note that some pages were necessarily omitted.

If you would like to review the bid in its entirety, please contact the buyer. Thank you.

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State of West Virginia Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130

### Request for Quotation

DPS1115

ADDRESS CORRESPONDENCE TO ATTENTION OF

TARA LYLE

304-558-2544

RFO COPY

Daon

Attn: Brian O'Connor 11955 Freedom Dr. Reston, VA 20190



SOUTH CHARLESTON, WV 25309 746-2141

4124 KANAWHA TURNPIKE

DEPARTMENT OF PUBLIC SAFETY

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State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130 Charleston, WV 25305-0130

## Request for Quotation

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TARA LYLE 304-558-2544

RFQ COPY TYPE NAME/ADDRESS HERE Attn. Brian O'Connor 11955 Freedom Dr. Reston, VA 20190

DEPARTMENT OF PUBLIC SAFETY 4124 KANAWHA TURNPIKE

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11955 Freedom Drive Suite 16000 Reston, VA 20190 703---984-4000 703-984-4099 (fax)

04/05/2011

Ms Tara Lyle Purchasing Division 2019 Washington Street East Charleston, West Virginia 25305-0130

Dear Ms. Lyle;

On behalf of Daon Trusted Identity Services (DTIS), I am pleased to provide you with our response to Request for Proposal DPS1115 for Applicant Fingerprinting Services. As an FBI and State certified/approved channeler, our (DTIS) solution is based on security, stability, reliability, performance, best value, and extensive experience of more than nine (9) years of collecting and processing fingerprints. Our proposal has been specifically designed to address the requirements for fingerprint collection within the State of West Virginia as set forth in the aforementioned RFP.

Per the requirements of the RFP, the enclosed includes:

- One (1) original technical proposal signed by the authorized representative of Daon Trusted Identity Services
- Six (6) copies of the technical proposal
- Price proposal in a separately sealed envelope. (Contained within is the <u>original</u> Request for Quotation and acknowledgement of addendums form. A copy of the same form without pricing is attached.)
- Bid bond in the amount of \$25,000 (Cashier's check)

On behalf of Daon Trusted Identity Services, we look to the opportunity to work with you. Please feel free to contact either Brian O'Connor (703.984.4033) or Jack Ginsburg (703.984.4042) if you have any questions.

Thank you.

Regards,

Jack J. Ginsburg
Senior Vice President
Sales and Marketing

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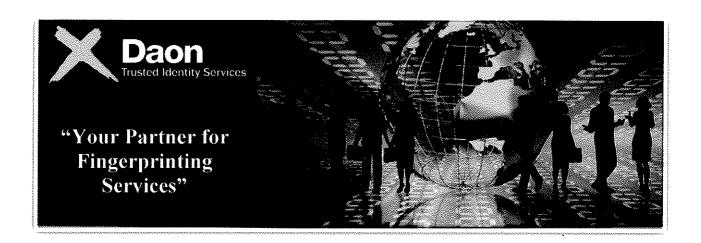
### STATE OF WEST VIRGINIA

Department of Administration **Purchasing Division** 2019 Washington Street, East P.O. Box 50130 Charleston, WV 25305-0130

# **Daon Trusted Identity Services**

West Virginia State Police, Applicant Fingerprinting Services RFP: DPS1115

April 6, 2011



#### Submitted by:

**Daon Trusted Identity Services** 11955 Freedom Drive Suite 16000

Reston, Virginia 20190 703-984-4000

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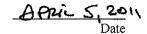
"Innovation in protecting the privacy and integrity of citizen information"

Jack Ginsburg, Senior Vice President Sales and Corporate Marketing

#### **Point of Contact:**

Brian O'Connor brian.oconnor@daon.com Phone: 703-984-4033

Fax: 703-984-4099





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### **Requested Attachments**

Attachment	$\mathbf{C}$	Price (provided in a separate sealed envelope)
Attachment	D	Livescan Device FBI Certification
Attachment	$\mathbf{E}$	DTIS IT Security Policy
Attachment	F	DTIS Personal Data Privacy Policy
Attachment	$\mathbf{G}$	Sample Program Reports



### **EXECUTIVE SUMMARY**

Daon Trusted Identity Services (DTIS) is pleased to provide you, the State of West Virginia with our response to Request for Proposal; DPS1115, West Virginia State Police, Applicant Fingerprinting Services.

In formulating our response, we are keenly aware of the strategic importance of the services required in providing statewide electronic live-scan fingerprinting services for State and private agencies in conjunction with licensing, volunteering, employment responsibilities, or any other required non-criminal justice fingerprinting purpose that is currently being processed by or through the State Central Repository. To achieve such an objective

Daon Trusted Identity Services is the leading provider of identity services to business and government, delivering a streamlined, efficient and cost effective customer experience.

requires a solution that is ubiquitous, convenient, easy to use, secure and trusted by the applicants as well as the State. Our proposal has been constructed based on an in-depth knowledge of the needs and objectives of the State of West Virginia and a set of capabilities that will provide the state with the best and most inclusive services available for Applicant Fingerprinting Services (collection and processing).

As an FBI and State certified/approved channeler, our (DTIS) solution is based on security, stability, reliability, performance, best value, and extensive experience of more than nine (9) years of collecting and processing fingerprints. Our proposal has been specifically designed to address the requirements for fingerprint collection within the State of West Virginia as set forth in the aforementioned RFP. Our strategic relationship with The UPS Store (aka UPS) provides us with upwards of 4,400 convenient and accessible fingerprint locations in the United States, far exceeding the capacity of any of our competitors. The significant number of locations will enable us to provide the required 50 mile radius coverage with 12 existing UPS Store locations currently within the State of West Virginia. Each of these locations provides a professional, convenient, trusted and consistent setting and approach for fingerprint collection. Each provides a professional level of service that is synonymous with UPS and The UPS Store brand. Our strategic relationship (with The UPS Store) is governed by specific service level agreements (SLAs) that include a detailed statement of work, performance, privacy, education and training expectations, and any specific terms and conditions. These ensure that we perform in accordance with the requirements of our clients, in this case, the State of West Virginia. The SLAs are assessed and monitored on a regular basis to ensure complete compliance.

Our network of fingerprint collection sites will be enhanced by a network of mobile agents/collectors that can service remote areas as well as be used to provide additional capacity at times of peak loading. "No other vendor can offer the consistent, secure, professional experience provided by the DTIS/UPS team"

In our proposal response, we will demonstrate the fact that we are the logical choice to address your requirements and the best qualified to provide Applicant Fingerprinting Services for the State of West Virginia. As a result of a uniform and proven approach for fingerprint collection, our personnel are well trained, our processes are trusted and our solution is secure. Our experience, quality of service, customer support capabilities, availability of locations, and mature processes and procedures will ensure that the provision of these services (fingerprint collection



and processing) is at the highest level possible. "No other vendor can provide the breadth of services and capabilities required by the State of West Virginia."

Our approach, based on a simple, fast and convenient methodology for fingerprint collection and processing, ensures the accuracy, efficiency and security of every transaction. Based on our extensive experience, we offer the State a solution that not only addresses each of the requirements set forth in the Request for Quotation, but also a solution that is cost effective and represents the very best value. "We will simply outperform the competition in providing fingerprint collection and processing services."

### Daon Trusted Identity Services - Qualifications and Credentials

Daon Trusted Identity Services operates the nation's largest civilian clearinghouse (also known as the TSC) for fingerprint, biometric and biographic processing. Created to provide cost effective and expedient background checking services, Daon Trusted Identity Services provides biometric background checking for every active airport employee (1.2 million people) including all airport workers, Federal Transportation Security Officers and Air Marshals, Alien Flight School

Experience, enabling technologies, and customer service are our biggest differentiators, enabling us to create a trusted relationship with our customers across all industries and government.

participants and general aviation crews. Our experience goes well beyond aviation. Other organizations such as the State of Alabama, General Information Services (GIS), and Citi Group have turned to Daon Trusted Identity Services to address their requirements. In the State of Alabama (Department of Human Resources) we provide channeling, data storage and project management for new hires, day care workers and elderly care givers. Our contract with GIS is to provide FBI criminal history record checks for a national bank headquartered in Pennsylvania. Our contract with Citi Group is to provide identity verification and assurance services throughout the United States and Canada.

Since our inception, Daon Trusted Identity Services has facilitated more than 5.1 million biometrically-based and 2.0 million biographical background checks, and has processed in excess of \$150 million in electronic funds transfers. We enjoy a customer satisfaction rating of 96% (an unheard of mark in any credentialing or security program), and have achieved an industry low error rate for fingerprint transmissions to the FBI of <2% through value added processing prior to submission. (The average government error rate is 8%). Our industry low error rate will ensure that the fingerprint/biometric data can be processed the first time it is collected, thereby virtually eliminating the need for an applicant to be re-fingerprinted. Our secure data center environment is FISMA-compliant and meets the rigorous standards of the DHS/TSA for the protection of sensitive information. We are a FBI and State approved channeler for receiving EFTS and transmitting directly to FBI CJIS (Criminal Justice Information Services). Our infrastructure and processes have been Certified and Accredited by the TSA. In addition, we have a back-up data center located in California.

Security, stability, reliability, performance, best value and extensive experience are the key attributes of the Daon Trusted Identity Services solution.



#### **About Daon**

Daon is the global leader in biometric identity management software with unsurpassed credentials, references and products. Our software platform has been selected to secure more than 700 million identity records around the globe, with 5 of the top 7 economies around the world relying on Daon for border control, National Identity, immigration and other identity assurance programs.

Daon, founded in 2000, is an international organization with offices throughout the world. We provide a suite of products that enable highly scalable, flexible, and secure identity management solutions for border management and immigration systems, civil identity, traveler identity and access control applications. Following a platform strategy, Daon's products integrate easily with existing systems enabling

Daon's award winning suite of COTS biometric software products form the basis of the platform used by Daon Trusted Identity Services.

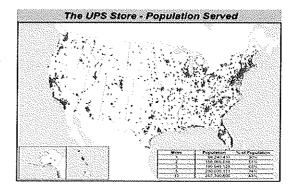
organizations to deliver a full set of identity-centric services. Daon's products allow our customers to achieve the highest levels of security, reliability, scalability and performance for biometric identity management. Daon staff are acknowledged thought leaders in biometrics and identity assurance and its subject matter experts are in high demand the world over.

In conjunction with Daon, our experience includes some of the most advanced biometric projects in the world. Proven and secure technology, experience and customer service are our biggest differentiators, enabling us to create a trusted relationship with our customers across all industries and government.

### Addressing the State of West Virginia Requirements

Our solution has been designed specifically to address the objectives and requirements for applicant fingerprint collection as specifically set forth in Request for Proposal; DPS1115. <u>The DTIS solution fully complies with all requirements. The DTIS solution is proven and secure and represents the very best alternative for the State of West Virginia.</u>

Our strategic relationship with The UPS Store (UPS) provides us with upwards of 4,400 convenient and accessible fingerprint locations in the United States, far exceeding the capacity of any of our competitors. Each of these locations provides a professional, convenient, trusted and consistent setting and approach for fingerprint collection. Each provides a professional level of service that is synonymous with UPS and The UPS Store brand. Our strategic relationship (with The UPS Store) is governed by specific service



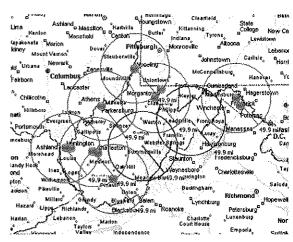
level agreements (SLAs) that include a detail statement of work, performance, privacy, education and training expectations, and any specific terms and conditions. These ensure that we perform in accordance with the requirements of our clients, in this case, the State of West Virginia. The SLAs are assessed and monitored on a regular basis to ensure complete compliance.

As a result of uniform and proven approach for fingerprint collection, our personnel are well



trained, our processes are trusted and our solution is secure. Our experience, quality of service, customer support capabilities, availability of locations, and mature processes and procedures will ensure that the provision of these services (fingerprint collection and processing) is at the highest level possible. "No other vendor can provide the breadth of services and capabilities required by the State of West Virginia."

Our approach, based on a simple, fast and convenient methodology for fingerprint collection and processing, ensures the accuracy, efficiency and security of every transaction. Based on our extensive experience, the team of Daon Trusted Identity Services and The UPS Store can offer the State of West Virginia a solution that not only addresses each of the requirements set forth in the Request for Quotation, but also a solution that is cost effective and represents the very best value. "We will simply outperform the competition in providing fingerprint collection and processing services."



Providing a service delivery organization with experienced personnel is a critical success factor that will enable us, as **your** strategic partner, to ensure that the State of West Virginia meets the specific goals and objectives that have been set forth.

The Daon Trusted Identity Services solution includes an experienced Program Management Office (PMO) that has been specifically designed to support the requirements of the State and the critical mission of the Applicant Fingerprinting Services program. The PMO, staffed with highly trained, skilled personnel, will ensure that we meet the operational imperatives associated with this RFP. Our Project Manager (Brad Nickels) has over twenty (20) years of program and project management experience dealing with mission critical systems. As Project Manager, Mr. Nickels will report directly to Jack Ginsburg (Senior Vice President, Sales and Corporate Marketing). Ms. Stephanie Rowe will additionally provide project consulting support and guidance throughout the life of the project. Ms. Rowe has an extensive background in fingerprinting, credentialing, and background checking programs, having been most recently, the Assistant Administrator for Transportation Threat Assessment & Credentialing. The DTIS management structure will ensure a successful implementation and a secure, stable, reliable and cost effective operating environment.

### Why Daon Trusted Identity Services

Our proposal clearly demonstrates why Daon Trusted Identity Services (DTIS) is the logical choice to address your requirements and objectives, and best qualified to provide the State of West Virginia with fingerprint collection services. Based on our vast network of fingerprint collection locations and our extensive experience, we believe that we offer the best capabilities and have the greatest insight into how best to address the needs and requirements of the State for security, stability, reliability, performance, and best value. Our experience, quality of service, customer support capabilities, and mature processes and procedures will ensure that the provision of these services is at the highest level possible. Throughout our proposal, we will



draw your attention to the fact that we have significant past experience in each of the areas critical for the success of the Applicant Fingerprinting Services project. We will provide you with detail as to why and how our solution specifically addresses your requirements. A summary of our offering and capabilities based on the evaluation factors identified in the RFP are as follows:

Criteria	The Daon Solution
Qualifications and Experience	<ul> <li>The DTIS team is comprised of industry leaders that have the requisite qualifications and credentials to perform the requirements stated in the Applicant Fingerprinting Services RFP.</li> <li>DTIS and The UPS Store are financially stable and posses the resources to provide an exemplary solution for the State of West Virginia.</li> <li>We have provided current and relevant information on past performance, demonstrated through the fulfillment of past contracts.</li> <li>As an FBI Channeler, DTIS has extensive experience providing the services required for the Applicant Fingerprinting Services program.</li> <li>To date, Daon Trusted Identity Services has facilitated more than 5.1 million biometrically based and 2.0 million biographical background checks, and has processed in excess of \$150 million in electronic funds transfers.</li> </ul>
	<ul> <li>Daon Trusted Identity Services understands and has fully explained the strategic importance of the services required in providing exclusive statewide electronic live-scan fingerprinting services for State and private agencies in conjunction with licensing, volunteering, employment responsibilities, or any other required non-criminal justice fingerprinting purpose that is currently being processed by or through the State Central Repository.</li> <li>Our proposal describes in detail how we will comply with all the goals, scope and requirements outlined in the Statement of Objectives The Daon Trusted Identity Services proposal addresses each of the requirements and objectives set forth in the RFP in the most cost effective and efficient manner</li> <li>Our Program Management Office will ensure that the SLAs are assessed and monitored on a regular basis to ensure complete compliance with program requirements.</li> </ul>
Approach and Methodology	<ul> <li>Our proven Project Management strategy is explained in detail and provides a seasoned staff that has implemented several successful projects of this nature.</li> <li>Daon Trusted Identity Services is intimately familiar with the schemas used within US-VISIT, the FBI, US-CIS, TSA and other government agencies for exchanging identity information as well as the many national and international standards for such interchange including: CBEFF, ANSI/NIST ITL 1-20XX, and variations of EFTS/EBTS protocols.</li> <li>The Daon software is a secure biometric identity assurance and credentialing workflow product that supports multi-factor and multi-modal identity mechanisms. This proven, ultra-secure, scalable, and flexible <u>Identity Services Platform</u> is based on the industry leading DaonEngine identity assurance product suite. This enables us to provide future services and enhancements to the West Virginia program should it be necessary. New modalities such as face, iris and palm can easily be incorporated. Additional hardware and/or software can be quickly added as required.</li> <li>The DTIS alternative represents the very best value for the State of West Virginia and the Applicant Fingerprinting Services Program.</li> </ul>



### Daon Trusted Identity Services knows West Virginia

Daon Trusted Identity Services is well aware of former Governor and now Senator Manchin and CTO, Kyle Schafer's initiatives for standardizing and consolidating infrastructure throughout the state. Additionally, we are familiar with WVConnectivity, AccessWV and other initiatives designed to improve communication and connectivity. The Fingerprinting Services project will provide secure interoperability among the many departments, agencies and constituents within the state, thereby achieving the goal of these important initiatives. In order to further the goals of these initiatives, DTIS has had discussions with SOS Natalie Tennant's office regarding a link to the SOS site in order for eligible West Virginia residents to download a Voter Registration form during the pre-enrollment process. In addition, when legislation passes that will allow for digital signatures on Voter Registration applications, DTIS would welcome working with the State to provide complete application and transmission functionality for eligible residents to complete their Voter Registration applications following their fingerprinting experience at one of our secure and convenient UPS Store locations.

No other vendor can provide the breadth of services and capabilities required to support the mission of the State of West Virginia and the Applicant Fingerprinting Services program. The Daon Trusted Identity Services (DTIS) solution represents the very best alternative for the State of West Virginia. We look forward to working with you.

PO NO.:

AGENCY:

VENDOR: LOUD INISTED Ident,

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Keston, VA 20190

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PNC Bank, National Association Virginia

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